Complaints Policy and Procedures

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1	Joanna Garner	September 2026	Approved; awaiting BSL board review	

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Introduction and purpose

The majority of issues raised by parents, students or the community are concerns rather than complaints. Braeburn Schools are committed to taking concerns seriously, at the earliest stage, in the hope of ensuring that matters affecting your child's education are quickly addressed. However, depending on the nature of the concern, you may wish or be asked to follow the school's formal concerns procedure.

The prime purpose of Braeburn School's Complaints Policy is to resolve any concern quickly and satisfactorily ensuring that the outcome is shared with the person raising the concern as soon as possible. All formal concerns will be dealt with in a sensitive, impartial and confidential manner. Braeburn School also has an open-door policy where any concerns can be taken directly to the Headteacher, if this is felt to be necessary.

The policy applies only to current parents, unless the complaint is from former parents about issues whilst their child was at school. It does not apply to staff who have a grievance, nor to appeals about expulsions. There is a separate policy for these.

The following details outline the stages that can be used to resolve concerns. In summary they are as follows: -

Stage 1 – A concern is raised informally with a staff member.
If a parent is not happy with the outcome then parents must move to the formal stage by putting the complaint in writing. If parents wish a concern to be treated as formal then they must clarify this.

Stage 2 – A formal concern must be addressed as follows:
Stage 2A: The complaint should be formally submitted in writing to the Headteacher.
Stage 2B: Where it is felt that the complaint needs to be elevated to a higher level within the school, this should be formally submitted in writing to the Head of School. In a school where there is no Head of School, this will be elevated to the Chief Education Officer.

Stage 3 – If parents are still not happy with the outcome they must inform the Headteacher or

Head of School within 10 days of the outcome, and request that the complaint be moved to the second formal stage (A panel hearing-see below) . The decision of the panel is final and no complaint can be taken further.

Minor Concerns

Concerns can be raised with the school at any time and will often generate an immediate response, which will resolve the issue. The school requests that parents make their first contact with their child's class or form teacher. On some occasions the concern raised may require investigation, or discussion with others, in which case you will receive an informal but informed response within a day or two. The vast majority of concerns will be satisfactorily dealt with in this way. Examples of concerns raised at Stage 1 could relate to missing items of uniform or incidences of anti-social behaviour within a class.

Stage 1 – Informal
The concern is dealt with by the appropriate Year Leader, Key Stage Coordinator, Head of Faculty or Deputy Headteacher.

If the person raising the concern feels that their concern has not been satisfactorily resolved or they feel the concern is serious enough to warrant being immediately brought to the attention of a more senior member of staff, they should notify the school and make an appointment to see the relevant staff member. The appropriate member of staff will usually acknowledge receipt of the concern within two school working days of receiving it. In many cases this response will also report on the action the school has taken to resolve the issue. The aim will be to resolve the matter as quickly and satisfactorily as possible, and certainly within ten days.

Stage 2 – Formal
The concern is heard by or brought immediately to the attention of the Headteacher.

If the matter has not been resolved at Stage 1, then parents write to the Headteacher who will arrange for a further investigation. This investigation may be conducted by the Headteacher or may be referred to the Deputy Headteacher depending upon the nature of the concern. Following the investigation, the Headteacher or the Deputy Headteacher will normally convene a meeting to discuss the resolution of the matter. Please note that any formal concern regarding the professionalism of any teacher must be brought to the immediate attention of the Headteacher and not raised with any other member of staff.

Where a concern needs to be referred to a higher level within the school, then parents write to the Head of School, or where this role is not in place they report to the Chief Education Officer, who will continue further investigation in collaboration with the Headteacher.

Raising a Concern about the Headteacher
If the person raising the concern feels that the matter has not been adequately dealt with by the Headteacher or they have a concern about the Headteacher themselves, they should refer the matter to the Head of School or CEO who will convene a meeting as soon as possible to discuss the matter further.

The investigation and meeting for Stage 2 will be conducted within 7 days of the receipt of the complaint.

Stage 3

Where the parent is not satisfied with the response to the complaint made at stage 2 it will be heard before a panel appointed by or on behalf of the Board and consisting of at least three people who were not directly involved in the matters detailed in the complaint.

One panel member will be independent of the management and running of the school. Parents may attend and be accompanied at a panel hearing if they wish. The panel will make findings and recommendations and a copy of those findings will be provided to the complainant and, where relevant, the person complained about and be available for inspection on the school premises by the board, Head of School and Headteacher.

A written record of all complaints will be kept, whether they are resolved following a formal procedure, or proceed to a panel hearing and it will record the action taken by the school as a result of these complaints (regardless of whether they are upheld.) All correspondence, statements and records relating to individual complaints are to be kept confidential except where Kenyan legal requirements permit access.

Whilst we aim to complete Stage 3 with a 14-day period, we recognise that external involvement may delay this on occasion.